



The City of



Public Utilities Department

FAQ

## H2O San Diego

### What is the H2O San Diego (H2O SD) Program?


The H2O SD Program will assist qualified low-income customers with their water and wastewater utility bills.

### How does the H2O SD Program work?

Qualifying residential customers may receive a credit up to \$100 on their water and wastewater utility bill once in a 12-month period. Customers must reapply for subsequent years.

### Who qualifies for assistance?

Customers must meet the following criteria to receive assistance:

- Proof of enrollment in SDGE's CARE Program.
- Limited to Public Utilities residential customers.
- Public Utilities bill must be in the name of the residential customer seeking assistance.
- Address of the Public Utilities bill must be the customer's primary residence.
- Customers are required to participate in the Public Utilities Department's free [Residential Water Survey Program](#).
- Potential applicants must live in the City of San Diego in a single-family residence
- Must be account holder and responsible for paying water utility bill
- All household members' income must be combined for a gross annual household income.
- Must meet SDGE CARE Program eligibility requirements and  [CARE income guidelines](#)

### How is the H2O SD Program funded?

The H2O SD Program is funded through charitable donations.

### Are my donations to the H2O SD Program tax deductible?

Yes. Charitable contributions made to governmental agencies for a public purpose are tax deductible under section §170(c)(1) of the Internal Revenue Code. If you donate \$10 or more, you will receive a year-end total of your donations for tax purposes. Please contact your tax preparer for guidance.



**My employer has a donation matching program and is willing to match donations to Internal Revenue Service recognized 501(c)(3) organizations. In an effort to maximize donations, would the H2O SD Program qualify for my employer's donation matching program?**

Yes. Your donations and matching donations from your employer can be made to the H2O SD Program via the San Diego Foundation which is an IRS recognized 501(c)(3) nonprofit organization. Simply visit the [San Diego Foundation](#) and select H2O SD.

**How can I donate to the H2O SD Program?**

- **Donate by mail:**  
H2O San Diego Program  
Customer Care Center  
PO Box 129020  
San Diego, CA 92112-9020  
Please make check or money order payable to the **City Treasurer** with **H2O SD** on the memo line.
- Use the one-time donation form on the [H2O SD Program website](#)
- Donate online at the [San Diego Foundation](#) website